

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2017

Docket No. ACR2017

CHAIRMAN'S INFORMATION REQUEST NO. 6

(Issued January 22, 2018)

To clarify the Postal Service's FY 2017 Annual Performance Report (*FY 2017 Report*) and FY 2018 Annual Performance Plan (*FY 2018 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than January 29, 2018.

Deliver High-Quality Service

1. The FY 2017 Annual Performance Plan stated, "First-Class Mail Packages performance will be measured using a composite score of commercial and retail two-day and three-to-five day."² Please confirm that the Postal Service is not using First-Class Mail Packages as a performance indicator for the Deliver High-Quality Service performance goal because the First-Class Mail Parcels Retail (Single-Piece) price category was transferred from the market dominant to the

¹ The *FY 2017 Report* and *FY 2018 Plan* are included in the Postal Service's FY 2017 *Annual Report to Congress*, which the Postal Service filed with the FY 2017 *Annual Compliance Report*. See Library Reference USPS-FY17-17, United States Postal Service FY 2017 Annual Report to Congress, December 29, 2017 (FY 2017 Annual Report).

² Docket No. ACR2016, Library Reference USPS-FY16-17, United States Postal Service FY 2016 Annual Report to Congress, December 29, 2016, at 17.

competitive product list in FY 2017.³ If not confirmed, please provide the FY 2017 result and FY 2017 and FY 2018 targets.

Provide Excellent Customer Experiences

2. In FY 2018, the Customer Insights Composite Score will include scores from the Enterprise Customer Care survey, USPS.com survey, and Business Mail Entry Unit survey. FY 2017 Annual Report at 18. For each of these surveys:
 - a. Please provide a copy of the survey.
 - b. Please explain how and when the survey will be conducted during FY 2018. This response should contain a similar level of detail as the descriptions of the other Customer Insights surveys in Library Reference USPS-FY17-38.⁴

Ensure a Safe Workplace and Engaged Workforce

3. Please provide a copy of the Postal Pulse survey.
4. Last year, for the Ensure a Safe Workplace and Engaged Workforce goal, the Postal Service provided a FY 2017 target for the number of business units entering into action plans in response to a Chairman's Information Request.⁵ Please confirm that the Postal Service is no longer using the number of business units entering into action plans as a performance indicator for the Ensure a Safe Workplace and Engaged Workforce performance goal. If not confirmed, please

³ See Docket No. MC2015-7, Order Conditionally Approving Transfer, July 20, 2017 (Order No. 4009); Docket No. CP2017-230, Order Approving Price Adjustment for First-Class Package Service Product, August 9, 2017 (Order No. 4032).

⁴ Library Reference USPS-FY17-38, December 29, 2017, file "USPS-FY17-38 Preface.pdf."

⁵ Docket No. ACR2016, Analysis of the Postal Service's FY 2016 Annual Performance Report and FY 2017 Performance Plan, April 27, 2017, at 54 (citing Docket No. ACR2015, Response to Chairman's Information Request No. 18, March 8, 2016, question 1.c).

provide results from FY 2014 through FY 2017 and targets for FY 2017 and FY 2018.

By the Chairman.

Robert G. Taub